

ADDENDUM NO. 1

NAME: Request for Proposals for Professional Transcription Services - RFP No. TNH 125-2014

DATE: January 9, 2015

TO: All Prospective Proposers

This amendment is being issued for two purposes:

First, to clarify the RFP, proposers should note that real time reporters are needed for Town Board and BZA meetings. Real time reporters are not needed for deposition-type hearings.

Second, in response to questions asked of the Town in regard to the RFP:

- 1. Q. Can companies outside the United States (from India or Canada) apply for this?**
A. A company that is internationally-based may propose if it can comply with the requirements stated in Section II(a)(2) of the RFP.
- 2. Q. Whether we would need to come over there for meetings.**
A. Please see Section II(a)(2) of the RFP and the answer to question 1 above.
- 3. Q. Can we perform the tasks related to the RFP outside the USA (from India or Canada)?**
A. Please see Section II(a)(2) of the RFP and the answer to question 1 above.
- 4. Q. Can we submit proposals by email?**
A. No. Please see Section III(C) and (D) of the RFP.
- 5. Q. Is the Town seeking real time reporters for purposes of projecting the transcribed text to a group and/or to a deaf/hard of hearing participant present at the meeting?**
A. Real time reporters are needed due to the fast-paced, conversational nature of Town Board and BZA meetings.
- 6. Q. As the Town utilized transcription services to date and may not know the name of such service(s) and the rates charged under FOIL?**
A. The Town currently utilizes transcription services. The information requested in this email may be requested via a FOIL request made to the Office of the Town Attorney.
- 7. Q. What is the approximate length of time of meetings as well as approximate number of transcript pages of meetings?**

- A. Town Board meetings run between thirty minutes and six hours. BZA meetings are usually about six to seven hours. The average number of pages for a Town Board transcript is 275. The average number of pages for a BZA transcript is 177.
- 8. Q. May we see a sample transcript generated from both the Town Board meetings and the BZA meetings?**
- A. See attachments A and B. Please note, however, that these attachments are samples, and may not represent the length (both in time and content) of every transcript. The successful proposer should plan for all contingencies.
- 9. Q. Approximately how many participants attend and speak at both the Town Board meetings and the BZA meetings?**
- A. There is no one answer that can be given. Based on the meeting agenda, there can be very few or a very large number of people.
- 10. Q. Can you provide the approximate number of hearings that will occur under the contract?**
- A. Approximately eighteen Town Board meetings and twenty BZA meetings are held annually. It is difficult to give an approximate number as hearings are held as they are needed.
- 11. Q. What type of hearings are being conducted (i.e. municipal (50-h) hearings, disciplinary hearings, labor hearings, where litigation is involved, or something else?**
- A. 50-h hearings and litigation depositions are the most common hearings. Services for disciplinary and arbitration hearings are needed on a seldom basis.
- 12. Q. Do the hearings take place in the daytime or evening?**
- A. Town Board meetings are held in the evening. BZA meetings are held during the day. Hearings are typically conducted during the day. However, that does not mean that a hearing cannot take place in the evening. Proposers should be staffed for an evening hearing if it occurs.
- 13. Q. Are the hearings done in a trial- or deposition-type format, or both, with Q&A construct? If not, could you provide a brief description of the hearings' procedural format?**
- A. Hearings (other than Town Board meetings and BZA meetings) are conducted in a deposition-type format.
- 14. Q. Approximately how long do the hearings last and approximately how many transcript pages are generated from the hearings?**
- A. A 50-h hearing lasts on and a half to two hours on average. A deposition lasts two and a half to three hours on average, depending on the nature of the case and the issues. Transcripts are 100 pages in length on average

15. Q. Could the Town provide a sample transcript of a typical hearing?

A. No. Litigation materials in general are not subject to disclosure under FOIL. In any event, a qualified proposer should already be familiar with the format of a deposition-type transcript.

16. Q. Which vendor, if any, currently holds the contract?

A. Please see the answer to question 6 above.

17. Q. What are the current rates paid for transcription services?

A. Please see the answer to question 6 above.

18. Q. What are the current rates paid for court reporting/stenography services?

A. Please see the answer to question 6 above.

19. Q. How many pages of transcription were performed in 2013?

A. It would take much time to gather this information. Suffice it to say that the Town generates over 10,000 pages of transcription in any given year.

20. Q. We provide audio recording for meetings and hearings and then transcribe them from the audio. We find that this is much more affordable than stenography and has the same outcome. We have found that clients tend to prefer this method. Is this something would be willing to have instead of stenography?

A. No. The Town requires a live individual for all meetings and hearings.

21. Q. What is the average length of each hearing and meeting?

A. Please see the answer to questions 7 and 14 above. The length of hearings varies widely.

22. Q. the bid states how many Town Board meetings and Board of Zoning Appeals meetings there would be but not how many hearings. Do you have the average number of hearings that will take place?

A. The number of hearings conducted in any given year is based on the need to have a hearing in the first place. As such, it is difficult to give an average number. In addition, as hearings are conducted in many different cases by different attorneys, it is difficult to state with certainty the number performed in any given year.

23. Q. At what times do hearings take place?

A. Please see the answer to question 12 above.

24. Q. What is the address of the location where meetings take place? Where do hearings take place?

A. Meetings generally take place at 220 Plandome Road, Manhasset, New York 11030. BZA meetings may take place at other locations on a case by case basis. Hearings may take place at that address, the courthouse or other agreed-upon location.

25. Q. What is the estimated contract value?

A. The Town has not estimated a contract value. Information on amounts budgeted for transcription services may be requested under FOIL.

26. Q. Will there be multiple proceedings going on at the same time?

A. It is possible that BZA meetings will be held at the same time as hearings.

27. Q. Would North Hempstead accept remote transcription?

A. Please see the answer to question 20 above.

28. Q. When you reference real-time transcriber, can you clarify? We know this to mean that a court reporter is displaying his or her text on a screen (laptop or projector) as the proceedings are happening. You do say transcript is due in ten days. Is that what you mean by realtime?

A. The term “realtime” is meant to be associated with its common meaning - a court reporter is displaying his or her text on a screen (laptop or projector) as the proceedings are happening. However, the text is typically not projected to the audience during meetings.

29. Q. What is the start date of the contract?

A. On or about February 1, 2015.

30. Q. Are we allowed to know or request what the current contract rates are?

A. Please see the answer to question 6 above.

31. Q. Can you submit different page rates for the different proceedings or it's one rate?

A. Different rates for each service may be provided. If a proposer wishes to do this, the proposer should submit multiple rate schedules indicating the services for which each schedule relates. See Schedule A to the RFP.

The “ADDENDUM NO. 1 RECEIPT ACKNOWLEDGEMENT FORM” on the last page of this Addendum No. 1 must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in each Addendum.

ADDENDUM NO.1 RECEIPT ACKNOWLEDGEMENT FORM

REQUEST FOR PROPOSALS FOR PROFESSIONAL TRANSCRIPTION SERVICES RFP No. TNH125-2014

By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum No. 1. Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily. Proposer agrees that it shall incorporate/consider the information contained in this Addendum No. 1 in preparing and providing its proposal price. In addition, this Addendum No.1 Receipt Acknowledgement Form must be signed and dated and attached to the proposal submittal.

Signature: _____

Company Name: _____

Proposer Acknowledgement Date: _____

Print & Sign Company Principal Name & Title: _____
